City and SPRWS Information Services
IS Systems Support Specialist Job Family Competency Matrix – April 19, 2007
(Each competency builds upon the other as the class series progresses.)

Effective Date: 5/10/07

Classification Titles	Systems Support Specialist I Occupational Code 700A B.U. 01, Grade 25T Salary Info	Systems Support Specialist II Occupational Code 701A B.U. 01, Grade 28T Salary Info	Systems Support Specialist III Occupational Code 702A B.U. 02, Grade 36T Salary Info	Systems Support Specialist IV Occupational Code 703A B.U. 02, Grade 40T Salary Info
General Duty Statement	Provides entry-level information technology support. Provides assistance to customers in the installation of software and hardware. Performs data entry work. Resolves routine hardware and software problems over the phone. Keeps logs and records customer issues. Performs related work as assigned.	Provides intermediate-level information technology support. Installs and operates hardware and software. Performs troubleshooting. Resolves common hardware and software problems over the phone and through hands on assistance. Provides training and assistance to the less experienced staff. Performs related work as assigned.	Provides advanced-level information technology support. Provides hands on assistance in identifying and resolving complex hardware and software problems. Installs, configures, and tests a wide variety of hardware and software. Provides staff with training in the installation, configuration, and testing of software and hardware. Performs related work as assigned.	Provides expert-level information technology support and project leadership. Performs complex planning, implementation, and maintenance of information technology infrastructure. Researches new systems. Conducts cost estimates. Coordinates complex implementation projects. Coordinates the acquisition, configuration, installation, and testing of new systems. Performs advanced troubleshooting across technical platforms. Serves as a mentor to other staff. Provides staff with training in the installation, configuration, and testing of new and/or specialized software and hardware. Participates in establishing procedural standards and guidelines for work projects. Performs related work as assigned.
Supervision Received	Works under the immediate technical supervision of a unit supervisor.	Works under the moderate supervision of a unit supervisor.	Works under the general supervision of a unit manager.	Works under the direction of the unit manager.
Supervision Exercised	None	May assist in training new employees in the unit.	Leads the work of lower-level staff within the unit.	Exercises general supervision over lower-level employees within the unit.

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Shared Competencies	Systems Support Specialist I	Systems Support Specialist II	Systems Support Specialist III	Systems Support Specialist IV
Technical Expertise *City and Saint Paul Regional Water Services (SPRWS) Technical Environment*	Demonstrates the ability to quickly acquire a basic understanding of assigned areas of information technology environment/infrastructure; demonstrates a basic understanding of information technology best practices and standards; demonstrates the ability to acquire an understanding of the goals and objectives of the assigned information services unit.	Demonstrates a good understanding of the assigned information technology environment/infrastructure; demonstrates a good understanding of information technology best practices and standards; demonstrates an understanding of the goals and objectives of the assigned information services unit.	Demonstrates an advanced understanding of the assigned information technology environment/infrastructure; demonstrates an understanding of current trends in information technology best practices and standards; demonstrates an ability to apply this understanding to work projects and processes.	Demonstrates an expert understanding of the assigned information technology environment/infrastructure; demonstrates the ability to apply current trends in best practices and standards in assisting customers to meet their future information technology needs; demonstrates an ability to assist the assigned IS unit in setting goals and objectives.
Technical Expertise *Assigned Platform*	Demonstrates the ability to acquire a basic understanding of an assigned information technology platform.	Demonstrates a good understanding of the assigned information technology platform.	Demonstrates an advanced understanding of the assigned information technology platform and demonstrates the ability to recommend improvements to the technology.	Demonstrates the ability to understand interrelated information needs on multiple assigned information technology platforms.
Technical Expertise *Customer Applications*	Demonstrates the ability to develop a basic understanding of assigned customer applications; demonstrates the ability to provide basic support of these applications; demonstrates the ability to identify and address basic customer problems and report more complex customer issues to the appropriate staff.	Demonstrates a good understanding of assigned customer applications; demonstrates the ability to identify and resolve common problems involving assigned customer applications and report more complex customer issues to the appropriate staff.	Demonstrates a good understanding of the business of the assigned customer and the related information needs; demonstrates an advanced understanding of assigned customer applications; demonstrates the ability to identify and resolve the full range of problems involving assigned customer applications; demonstrates the ability to provide cross platform customer support; demonstrates the ability to configure, install, and test a wide variety of applications and equipment.	Demonstrates an expert understanding of the assigned customer applications and demonstrates the ability to identify and resolve the most complex problems associated with the work.; demonstrates the ability to configure, install, and test the most complex applications and equipment and demonstrates an understanding of the full range of related processes and protocols.

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Shared Competencies	Systems Support Specialist I	Systems Support Specialist II	Systems Support Specialist III	Systems Support Specialist IV
Project Management, Prioritization, and Planning	Demonstrates the ability to follow assigned work processes and priorities, and meet established deadlines.	Demonstrates the ability to prioritize work and handle multiple projects and priorities as assigned.	Demonstrates the ability to make recommendations and participate in setting work priorities: demonstrates the ability to plan and estimate all aspects of work projects; demonstrates the ability to lead the analysis and solution of problems.	Demonstrates the ability to set priorities under conditions of limited resources and competing demands; demonstrates the ability to coordinate multiple projects or projects having multiple phases.
Problem Solving/Analysis	Demonstrates the ability to effectively analyze and solve basic work related challenges; demonstrates the ability to understand and follow established policies, procedures, and schedules; demonstrates the ability to deal effectively with conflict by maintaining poise and seeking acceptable solutions based on common goals and objectives; demonstrates the ability to ask for assistance from coworkers.	Demonstrates the ability to identify and resolve common problems associated with the work; demonstrates the ability to appropriately define a problem and apply knowledge gained from previous problems and solutions to resolving current challenges.	Demonstrates the ability to effectively identify and resolve complex work-related problems; demonstrates the ability to interpret complex and detailed project specifications and make suggestions for improving problem-solving processes.	Demonstrates the ability to effectively analyze and solve difficult and complex work-related problems using past experience, research; and best practices information; demonstrates the ability to lead a group problem solving process.
Communication	Demonstrates good oral and written communication; demonstrates the ability to listen attentively, be patient with customers, and produce easily understood work reports and other documentation; demonstrates the ability to ask effective questions, give general work related advice and direct more complex questions to appropriate sources of information.	Demonstrates the ability to effectively interact with customers through listening attentively to customer needs, documenting customer issues, tracking problem resolutions, and informing customers of the status of projects.	Demonstrates the ability to effectively interact with customers, management, and stakeholders; demonstrates the ability to act as a liaison between the customer and the assigned IS unit.	Demonstrates the ability to speak and write in a manner that can be easily understood by employees at all levels within the City including the leadership level; demonstrates the ability to prepare clear and comprehensive project proposals and plans; demonstrates the ability to effectively represent the City's perspective to other public agencies, vendors, and other entities doing business with the City.
Customer Consulting	Demonstrates a strong commitment to good customer service; demonstrates the ability to identify basic customer information technology service needs.	Demonstrates the ability to develop a good understanding of customer information technology service needs.	Demonstrates the ability to understand and convey to co-workers the business needs of the customer; demonstrates the ability to develop an understanding of the relationship between the customer's business needs and information technology needs.	Demonstrates the ability to develop an understanding of the full range of the customer's business and information needs; demonstrates the ability to identify and resolve the full range of related issues.

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Shared Competencies	Systems Support Specialist I	Systems Support Specialist II	Systems Support Specialist III	Systems Support Specialist IV
Teamwork, Management, and Leadership	Demonstrates the ability to be an effective member of a cross functional work group by following oral and written instructions, accepting assignments willingly, and completing assignments within agreed upon time lines; demonstrates consideration of others, tactfulness, and support of coworkers.	Demonstrates the qualities of adaptability, flexibility, dependability, and accountability in everyday work and in interactions with coworkers; demonstrates an understanding of one's specific role, responsibility, and expectations within an assigned IS work group.	Demonstrates effective leadership within a work group through providing a positive influence in the work environment; demonstrates the ability to give technical direction to less experienced staff.	Demonstrates the ability to provide effective project leadership by demonstrating support of the group problem solving process; demonstrates the ability to recognize positive results, manage conflict, and negotiate with coworkers and other project members for satisfactory outcomes; provides effective work direction to project members by demonstrating an ability and willingness to provide assistance through sharing of technical expertise and through promotion of positive work behaviors.
Requirements				
Education, Certification, and Registration **Note:** Certified City employees who have been employed for not less than one year and have at least 1040 hours of accumulated hours on the payroll, may enter an examination if they meet the requirements for the position and have a satisfactory performance rating.	Twelve months of technical school training or one year of work experience in a technical/operations environment.	Six months of technical school plus one year of work experience or two years of work experience in a technical/operations environment	Successful completion of a technical school certificate related to the vacancy plus two years of work experience related to the vacancy or four years of work experience related to the vacancy.	Successful completion of a technical school certificate relate to the vacancy plus four years of work experience related to the vacancy or six years of work experience related to the vacancy

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Shared Responsibilities	Systems Support Specialist I	Systems Support Specialist II	Systems Support Specialist III	Systems Support Specialist IV
Provides support in meeting customer information technology systems needs; keeps systems functional.	Provides entry-level information technology help desk support to customers; follows established routine procedures, processes, and schedules; provides basic assistance over the phone in resolving routine hardware and software problems; refers more complex problems to employees having a higher level of expertise; may perform data entry work.	Provides intermediate-level information technology help desk support to customers; follows detailed operating instructions and procedures to support technical operations; provides both over the phone and hands on assistance in identifying and resolving common hardware and software problems; refers complex problems to employees having a higher level of expertise.	Provides advanced-level information technology help desk support and cross platform technical support to customers; makes decisions based on protocols and previous practice; determines appropriate troubleshooting procedures; provides hands on assistance in identifying and resolving complex hardware and software problems.	Provides expert-level information technology support and project leadership; serves as a resource and liaison to customers, coworkers, and vendors; performs complex planning, implementation, and maintenance of information technology infrastructure.
Communicates with customers to determine nature of problems, provide information regarding project priorities, progress, and completion deadlines.	Keeps logs and records customer issues regarding hardware and software malfunctions; informs customers of the priority, progress, and time-lines of corrective actions being taken; updates customers regarding on-going hardware and software installation projects, service agreements and schedules, and other information technology projects.	Same	Consults with customers to determine level of support required to meet the customer's business needs; schedules and/or provides technical support as needed.	Consults with customers to determine how information technology system improvements can enhance business performance; researches new systems, conducts cost estimates; coordinates complex implementation projects.
Installs and maintains information technology tools as needed.	Provides assistance in the installation of software and hardware.	Installs and operates hardware and software; performs troubleshooting; follows service agreements and service schedules.	Installs, configures, and tests a wide variety of hardware and software, including complex applications and technology tools; performs troubleshooting on infrastructure failures.	Coordinates the acquisition, configuration, installation, and testing of new systems; performs advanced troubleshooting across technical platforms.
Works as a member of a cross functional or project work team.	Serves as a member of a cross functional work group; may serve as a member of a project work group.	Same	Provides technical leadership to a work team.	Provides project and work group leadership.
Cross trains and provides back up to coworkers as assigned.	May provide back up to coworkers.	Provides training and assistance to less experienced staff and back up to coworkers.	Provides staff with training in the installation, configuration, and testing of software and hardware.	Serves as a mentor to other staff members. Provides staff with training in the installation, configuration, and testing of new and/or specialized software and hardware.

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Assists in establishing and meeting customer service needs and quality control standards.	Provides customer assistance in accordance with set service standards established for the IS Unit so that customers can effectively use information technology tools; provides assistance in coordinating the support activities of coworkers, vendors, and contractors.	Same	Makes recommendations regarding setting service standards based on meeting the customer's business needs; performs quality control assessments.	Participates in establishing procedural standards and guidelines for work projects.
Keeps current in information technology best practices, including new technologies and trends.	Same	Reads publications regarding information technology and exchanges information regarding best practices and new technology with fellow employees and the people in the information technology field.	May recommend new best practices, processes, and standards.	Conducts specific research and evaluates new systems, practices, processes, and standards; recommends specific changes to meet customer business needs.
Maintains a flexible work schedule; works the hours necessary to complete projects.	Same	Same	Same	Same